

Safety Home Services

Technician Weekly Sales Bonus & SPIF Program

Effective Date: July 01, 2025

1 | Purpose

This SOP outlines the performance-based bonus and SPIF (Sales Performance Incentive Fund) program for Safety Home Services (SHS) field technicians. It is designed to increase motivation, drive consistent sales performance, reinforce service excellence, and reward behavior that supports SHS's customer-first values and financial health.

2 | Scope

This SOP applies to all SHS field journeymen's performance. The program is intended to reward outcomes aligned with safety, professionalism, and sales integrity, while preserving profitability and operational standards.

3 | Guiding Values (P.O.W.E.R.)

- Professionalism – Quality & accountability
 - Openness – Transparent communication
 - Wisdom – Smart, PACE-driven selling
 - Empathy – Homeowner needs first
 - Radiance – Positive ownership on every job
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4 | Compensation Components

4.1 Weekly Sales Bonus (base portion – capped at \$1,000)

Bonus begins only after weekly collected sales reach \$7,000.

Sales Band (weekly)	Bonus per full \$500	Comment
\$7,000 – \$9,000	\$75	First five \$500 blocks = \$375
\$9,500 – \$13,000	\$100	Eight \$500 blocks = \$800
Base-bonus cap	\$1,000	Reached once sales hit \$13,000
2% of weekly sales \$13,001 or higher.		

No bonus is paid on sales below \$7,000

4.2 High-Sales Multiplier (uncapped)

Once **weekly collected sales reach \$13,001 or more**, technicians receive **an additional 2%** of their total sales (not just the overage), stacked on top of the \$1,000 base bonus.

Example: \$20,000 in collected sales = \$1,000 base + \$400 (2%) = \$1,300 total bonus.

This uncaps earnings and sustains motivation beyond the base ceiling.

4.3 These are additional incentives earned weekly:

- **Google Review (5-star):** \$25 each — name mention not required
- **Club Membership Sold:** \$25 each

4.4 Multi-Technician & Apprentice Jobs

- When two journeymen are dispatched on the same job, the job's revenue is normally split 50/50 for bonus purposes unless a manager documents another split.
- Apprentices are not eligible for sales-based bonuses. They may receive the Google review or membership SPIF if specifically credited by the customer and approved by a manager.

5 | Eligibility for Program Entry

A technician becomes eligible to participate in the SPIF program when the following are complete:

1. 90 days of employment
2. Completion of PACE sales training
3. Passing score ($\geq 80\%$) on a ride-along evaluation
4. One live PACE-compliant service call observed
5. Two simulation roleplays demonstrating PACE proficiency
6. Good standing (no active HR or safety violations)

6 | Ongoing Participation Requirements

To remain eligible **each week**, a technician must meet **all** of the following:

1. Van passes random cleanliness inspection
2. All paperwork and job documentation submitted on Monday.
3. Follow up on all estimates per auto-reminders (Monday, Thursday, Friday)
4. **Zero callbacks** for workmanship or cleanliness
5. **No customer complaints** (distinct from formal callbacks)
6. **No bad driving calls** (validated reports from the public or management)
7. Pass random drug screenings

8. No OSHA violations or preventable safety incidents

Failure in **any one** of these areas disqualifies the tech from bonus eligibility for that week.

7 | Disqualification

Technicians are removed from the bonus program for the **full week** if **any** of the following occur:

Category	Disqualification Trigger
Safety	1 OSHA violation or preventable injury
Paperwork	Missing any daily paperwork or job closure photos
Estimate Follow-up	Missing even 1 scheduled estimate follow-up in the week
Customer Issues	1 documented complaint or callback
Driving	1 confirmed bad-driving call
Drug/Screening	Failed or refused test
Van Cleanliness	2 fails in 30 days

8 | Reinstatement

Technicians may re-enter the bonus program after:

1. **7 consecutive business days** of full compliance
2. Completion of a brief **coaching plan** with management
3. **Ride-alongs are required only** if the disqualifying offense is customer- or PACE-related
 - o If the disqualifying issue is administrative (e.g., missed paperwork), the ride-along may be waived to prevent unnecessary delay
4. Where applicable, the technician must pass the ride-along with an **≥ 80% score**

9 | Administration & Payout

- Bonuses are calculated weekly from jobs collected in FieldPulse.
- Bonus pay is typically issued within two pay periods after SHS has collected payment from the customer. No payout is made on uncollected invoices, except for those customers brought to us by third-party agencies.
- The SPIF Program is reviewed quarterly and may be modified with written notice.

10 | Disclaimer

SHS reserves the right to amend or cancel this program at any time with written notice. Any misuse, misrepresentation, or attempt to “game the system” will result in immediate review and potential disciplinary action.